

Key Findings of the CHO Phone Survey for the State of Haryana

Summary of Phase two of the survey conducted in March 2019

I. Summary of call Analysis

Grand Total	Survey completed	Received and Disconnected	Received and refused	Call did not connect/disconnected	Out of coverage area	Switch off	Wrong number
63	9	7	8	28	2	4	5

II. Key findings of successful calls:

1. Primary health care team:

- The educational background of 7 CHOs was B. SC. Nursing and eight CHOs reported that they have completed their IGNOU six months Certificate Programme in Community Health.
- The training in Universal Screening of NCDs of ASHAs and MPWs posted at the HWCs contacted was completed.

2. Information about the Facility:

- The process of upgradation of infrastructure was reported to be completed for only one facility contacted, whereas, for five, it was under process. For the remaining three facilities, it was either planned but not initiated.
- The OPD timings of the facilities were from 8 to atleast 3 PM.
- Infrastructure for IT was not available at any facility.

3. Availability of Medicines and Diagnostics:

- Medicines for hypertension and diabetes were reported to be available at only one facility. The average duration for dispensing medicines was less than one week.
- Among the essential point of care diagnostics, only haemoglobin and urine pregnancy kits and blood glucose were available at almost all facilities. However, tests like urine dipstick, RDK for malaria, dengue and sickle cell and sputum collection were not conducted at most of the facilities.

4. Service Delivery

- There was an increase in the average OPD footfall reported after the posting of CHOs at six HWC-SHCs.

- b. Population enumeration and filling of CBAC forms has started in five out of nine facilities. Screening of hypertension and diabetes is started in five facilities.
- c. Activities for health promotion like yoga etc. were not started at only one HWC.

5. Support and supervision

- a. Only three CHOs (out of nine) attended the PHC review meeting in last three months.
- b. Visit by the Block/district officials and PHC-MO was only reported by two and six CHOs respectively.
- c. Only one CHO reported receipt of performance linked payments. Discrepancies were observed in the data reported by CHOs regarding their fixed salary, with responses ranging from Rs. 12000 to RS. 18000 per month.

Summary of Phase two of the survey conducted in May 2019

I. Summary of call Analysis

Survey Done	Received And Disconnected	Received And Refused	Ringling but not received	Call Back done but not received	Out Of Coverage Area	Switch Off	Wrong Number	Total calls done
8	14	1	24	2	14	2	3	68

The table highlights concern about the quality and accuracy of CHO data uploaded on HWC portal and the level of readiness of CHOs to participate in the survey. Duplication in reporting same contact details for multiple health facilities has also been observed.

II. Key findings of the successful calls:

1. Primary Health Care team:

- a. Out of these 8 respondents, 6 CHOs were with BSc nursing and 2 were with BAMS background
- b. All CHOs completed their six months Certificate Programme in the Community Health.
- c. ASHAs training in universal screening were completed in 6 HWCs and one CHO reported that the training was under process but one CHO had no awareness about ASHA training in NCDs.
- d. ANM/MPWs training was completed in 2 HWCs and under process in remaining HWCs.

2. Information about the Facility:

- a. The process of up-gradation of infrastructure was complete in 2 HWC facilities, whereas it was under process in 5 HWCs and one CHO did not share the status.
- b. Infrastructure for IT was not available in all CHOs contacted.
- c. All CHOs conduct OPD for six days in a week
- d. Two CHOs reported that they have privacy set-up in their HWCs for examination of patients, while this was not available at remaining six HWCs.

3. Availability of Medicines and Diagnostics:

- a. One CHO reported availability of Amlodipine 5 mg and 6 CHOs reported availability of Atenolol 50mg in their HWC for management of Hypertension.

- b. 2 CHOs reported availability of Metformin 500mg and Glimepiride tablets for the management of diabetes in their HWCs.
- c. Three CHOs reported that they dispense the medicine for less than one month and five reported non-availability of medicines in their HWCs.

4. Lab test availability status:

Sr.No	Test availability	YES
1	HB test	6
2	Urine pregnancy rapid test	5
3	Dipstick Urine albumin sugar	3
4	Blood sugar test	7
5	RDK test	4
6	RDK dengue	2
7	Sickle cell test	0
8	Sputum test	5

5. Service Delivery:

- a. The average OPD footfall reported after the posting of CHOs at HWC-SHCs was:
 - i. One CHOs reported OPD above 100 patients in last month;
 - ii. 6 CHOs reported that less than 100 OPD,
 - iii. One CHO did not share the data.

Most common Illness for which patients seek care at SHC- HWCs were reported to be - Fever, Cold cough, Diarrhoea etc.

6. Population Enumeration and Wellness activity:

- a. Five CHOs reported that population enumeration is underway while remaining CHOs shared that this is yet to start.
- b. Five CHOs reported undertaking health promotion activities such as NCDs prevention Camps, Anganwadi Centre Visit and Chaupal meeting and School visit etc.

7. Key issues highlighted by CHOs were:

- a. Issues with Water and electricity supply
- b. Poor Building infrastructure
- c. Non availability of medicines.

8. Support and supervision

- a. Three CHOs reported that they have been visited by District/block officials and
- b. Seven CHOs reported they have been visited by PHC MOs.